

**DUTY STATEMENT****SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**

		RPA- <b>22-XXX</b>	EFFECTIVE DATE: <b>XX/XX/22</b>
NAME OF AGENCY California Gambling Control Commission (Commission)		POSITION NUMBER (Agency - Unit - Class - Serial) 293-400-4800-002	
UNIT NAME AND CITY LOCATED Licensing Division – Sacramento		CLASS TITLE Staff Services Manager I	
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.		SPECIFIC LOCATION ASSIGNED TO Sacramento	
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Deputy Director, Licensing Division (CEA A), the Staff Services Manager I (SSMI) manages the day-to-day operations of a Licensing Division Unit and directly supervises analytical staff. The incumbent is responsible for planning, organizing and directing all workload associated with licensing activities, performance management and training, policy and procedure support and data reporting.			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)		
40%	<b>ESSENTIAL FUNCTIONS:</b>  <b><u>Licensing Unit Oversight</u></b> In order to effectively manage the day-to-day operations for Gambling Establishments (Cardrooms), Third-Party Providers of Proposition Player Services (TPPPS), Tribal Key Employees (TRKE), Vendors (GVPR), and Manufacturers and Distributors (M&D) programs in accordance with the Gambling Control Act (Act), Tribal Compacts, State Law and Commission Regulations: <ul style="list-style-type: none"> <li>• Provide leadership and direction to staff processing Level I, II, and III Initial and Renewal Bureau of Gambling Control (Bureau) Background Investigation Reports.</li> <li>• Provide initial direction, review and approval to staff preparing Licensing Division Memorandums prior to submission to the Deputy Director.</li> <li>• Provide initial direction, review and approval to staff preparing Legal Consultation requests.</li> <li>• Provide initial direction, review and approval to staff preparing follow-up written correspondence to the Bureau, Applicant, Designated Agent (DA) and the public.</li> <li>• Active participant in semi-monthly Commissioner Briefing.</li> <li>• Active participant in semi-monthly Commission Licensing Meeting.</li> <li>• Active participant in, and lead, Team Meetings.</li> <li>• Manage, review and monitor the Online Licensing Database.</li> <li>• Manage, review and monitor Workload Database Entries and Updates.</li> <li>• Partner with the Commission's Legal Division, Legislative and Regulatory Affairs Division, Executive Director and Bureau staff regarding sensitive and complex licensing matters.</li> </ul>		
30%	<b><u>Performance Management and Training</u></b> In order to effectively coach, develop and guide analytical staff performing the day-to-day operations and associated licensing activities to support semi-monthly Commission Licensing Meetings: <ul style="list-style-type: none"> <li>• Provide leadership and direction to analytical staff by planning, organizing, assigning, and monitoring workload activities to ensure deadlines are met.</li> <li>• Set expectations, priorities and delegate workload activities in accordance with the Commission's Strategic Goals and Objectives.</li> <li>• Provide ongoing coaching and necessary training to staff via on-the-job or formal courses to assist in job performance, transfer of knowledge and succession planning.</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Maintain a standing 1:1 meeting with assigned staff.</li> <li>• Counsel staff and initiate disciplinary actions as necessary.</li> <li>• Evaluate performance of staff by completing Probationary Reports, Performance Appraisals and Individual Development Plans.</li> <li>• Approve or deny staff requests for time off, overtime or travel in accordance with Commission and Licensing Division policies and procedures.</li> <li>• Promote a culture of teamwork, collaboration, positive morale and work-life balance.</li> </ul>
15%	<p><b><u>Data Management and Reporting</u></b></p> <p>In order to effectively monitor, track and manage Licensing Division Key Performance Indicators (KPIs) using the Online Licensing and Workload Database:</p> <ul style="list-style-type: none"> <li>• Perform data analysis, program report reviews, research and workload measures.</li> <li>• Compile data sets into regular reporting metrics for internal and external stakeholders.</li> <li>• Utilize data to identify process improvements, increase efficiencies and manage risk.</li> <li>• Develop, address and respond to a variety of data-related stakeholder requests.</li> <li>• Ensure data integrity and improve data usage in the decision-making process through accurate data collection and reporting.</li> <li>• Assist in the areas of budgetary functions, ad-hoc requests and departmental drills.</li> </ul>
10%	<p><b><u>Policy and Procedure Support</u></b></p> <p>In order for the Licensing Division policies and procedures to remain current with the requirements of the Act, Tribal Compacts, State Law and Commission Regulations:</p> <ul style="list-style-type: none"> <li>• Provide initial direction, review and approval to staff performing policy and procedure reviews.</li> <li>• Assess and modify existing policies and procedures that have an immediate impact to day-to-day operations.</li> <li>• Develop, implement and evaluate licensing policies and procedures.</li> <li>• Coordinate and participate in policy planning and support the decision-making process.</li> <li>• Consult with the Deputy Director and/or Executive Director on sensitive and precedent-setting policies, procedures and regulations.</li> </ul>
5%	<p><b><u>Other Duties</u></b></p> <p>In order to provide assistance to the Commission with regard to representation on licensing matters:</p> <ul style="list-style-type: none"> <li>• Participate in Strategic Planning efforts and State Leadership Accountability Act (SLAA) report developments.</li> <li>• Prepare responses to inquiries from the Governor's Office, members of the Legislature, media, public, attorneys representing applicants and other agencies.</li> <li>• Prepare documentation for the Deputy Director and Executive Director when appearing before Commission members and/or the Legislature.</li> <li>• Presenting items at a Commission Licensing Meeting in the absence of the Deputy Director or at the request of the Executive Director.</li> <li>• Perform Special Projects as-needed.</li> <li>• Act as technical expert to management and staff.</li> </ul> <p><b>KNOWLEDGE, SKILLS, AND ABILITIES</b></p> <p><i>Knowledge of:</i> Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.</p>

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
	<p><b>Ability to:</b> Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability working with executive level management.</li> <li>• Demonstrated ability performing performance management functions.</li> <li>• Demonstrated ability leading teams through change and uncertainty.</li> <li>• Demonstrated ability to delegate and empower.</li> <li>• Demonstrated proficiency working with Microsoft Office (Outlook, Word, Excel).</li> <li>• Demonstrated ability to engage in difficult conversations to achieve productive business outcomes.</li> <li>• Excellent interpersonal communication skills (written and verbal).</li> <li>• Excellent time management and organizational skills.</li> <li>• Excellent at exhibiting ownership and accountability.</li> <li>• Excellent at influencing others in a business environment.</li> <li>• Action-oriented, results-oriented and detailed-oriented.</li> </ul> <p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p> <ul style="list-style-type: none"> <li>• Highly self-motivated, open-minded, flexible, customer service focused with a high degree of integrity.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL, OR MENTAL ABILITIES</b></p> <p>The employee's workstation is located at 2399 Gateway Oaks Drive, Suite 220 and is equipped with standard or ergonomic office equipment, as appropriate. The incumbent works an average of 40 hours per week. Regular telework may occur as part of the incumbent's ongoing schedule in accordance with CGCC's Telework Policy. The incumbent may be required to report to the office periodically as needed/required. Operating a computer with various software programs, including email and word processing, entering information into a computer database, operating an office or cellular phone, fax, and copier are used on a regular basis.</p> <p><b>FINGERPRINTING</b></p> <p>Applicants are fingerprinted for the purpose of obtaining criminal records check.</p>
<b>SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</b>	
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE
	DATE
<b>EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</b>	
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.	
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE
	DATE